

# ACCESS Update and Strategy Session

December 9, 2004

# Initial ACCESS results

- 8/16/04 –ACCESS screener launched at [www.access.wisconsin.gov](http://www.access.wisconsin.gov).
- 10/29/04 – ACCESS screener available in Spanish.
- Since mid-August:
  - Over 8,200 people have visited ACCESS.
  - Of the 5,700 people who have completed the entire questionnaire, 83 percent appear to be eligible for at least one program.
  - In recent weeks, approximately 6 percent of all “requests for assistance” at county/tribal human service agencies were from people who said they had used the ACCESS self-assessment tool.

# Phase II screener updates

- In late December, we will add the following programs to ACCESS:
  - EBD MA, including SSI Medicaid, SSI-Related Medicaid, Medicaid Purchase Plan (MAPP), Medicaid Deductible, Medicare Premium Assistance, and Long Term Care.
  - WIC
  - Family Planning Waiver
  - School meals and Summer Food Service Program
  - The Emergency Food Assistance Program (TEFAP)
  - Tax credits (federal and state earned income credits, child credits, Homestead tax credit)

# ACCESS Phase III (Fall 2005)

- Online application form for FoodShare and Medicaid
- Query tool for clients to get information on the status of their benefits
- Change reporting tool for clients to report changes to their worker

# Recap of Grant Objectives

- Increase program participation
- Improve payment accuracy
- Ease workload within local agencies
- Improve customer service/satisfaction

# Potential Benefits for Local Agencies

- Tools may reduce workload & increase payment accuracy by:
  - Reducing data entry time
  - Leading to fewer/shorter contacts with applicants
  - Allowing workers to complete 3rd -party data checking prior to interview
  - Helping applicants send or bring correct verification to the interview.
  - Providing an online alternative to phone calls or visits for benefit information and change reporting.

# Potential Benefits to Customers

- Tools may improve customer service and satisfaction by:
  - eliminating the need to visit the local agency (in some situations/programs)
  - reducing the number of trips to the local agency and shortening the length of the interview
  - allowing customers to initiate applications 24/7
  - allowing customers to set filing date prior to visit
  - encouraging applications by reducing welfare stigma
  - allowing customers to use the Internet for benefit information and change reporting instead of a phone call or visit
  - giving service providers an opportunity to help with applications

# Initial customer feedback about Phase III tools

- 30 minutes is a “reasonable amount of time” to complete application
- Requested pre-application list of data that will be needed to complete online application
- Would like a “save and go back” feature
- Would like to be able to see their answers on paper and confirm answers
- Would like confirmation that the agency has received the application

# Critical carry-overs from ACCESS screener

- Intelligent driver flow
- Conversational language
- 4th-grade reading level
- Visual clues to help with meaning
- Brevity and simplicity

# Query Tool

- What pieces of information are most frequently requested by customers?
- What would make this most helpful to customers?
- What would make this most helpful to workers?

# Change Reporting Tool

- What kind of change reporting model would be most helpful to clients and workers?
- What are the key process questions/concerns about the change reporting tool?

# Online Application

- What elements are needed to make the online application useful to customers?
- What elements are needed to make the online application useful to workers?